

Returning Examiner Case Study Prework Overview

1. Check your packet to make sure all materials are included.
 - ❑ 2004 Prework contents
 - *Quickstart* scorebook preparation instructions (yellow)
 - *Education Criteria for Performance Excellence*
 - Case Study Application (white cover)
 - Scoring Guidelines and Comment Guidelines (pink card stock)
 - A-D-L-I Evaluation Factors and Results Matrix (tan card stock)
 - ❑ Prework Evaluation Form (green): complete and return at registration.
 - ❑ Logistics Instructions Booklet (green cover): complete and return the following via fax ASAP.
 - Travel Arrangement Form (green)
 - Team Baldrige 2004 Shirt Order Form (goldenrod)
 - Request for Reimbursement of Expense Form (pink)
2. Go to http://www.baldrige.nist.gov/Examiner_Resources.htm
 - ❑ View the Prework Webcast (optional).
 - ❑ Complete the online training module (optional).
 - ❑ Download the Scorebook (forms only).
 - ❑ Review the Examiner Handbook (optional).
3. Develop your scorebook. Use the enclosed step-by-step Quickstart instructions.
 - ❑ Important changes for 2004:
 - Both range scores and verbiage have changed in the scoring guidelines. Read them carefully.
 - Score in multiples of 5% rather than 10%.
 - The evaluation process was slightly modified to include use of optional tools provided by BNQP (tan card stock)
 - For your prework, develop "summary notations" and one feedback-ready strength comment and one feedback-ready opportunity for improvement comment per Item—see Quickstart for details.
 - If you have questions about the scorebook, call Bob Fangmeyer: 301-975-4781.
- 4) Bring two paper copies of your scorebook—one to use in class and one to submit. You will not be admitted to training without submitting one of these copies at registration.
- 5) For questions about the prework, call the Examiner Hotline at 877-237-9064.